



## Answers to Frequently Asked Questions About *myccLink*

### ***What is myccLink?***

*myccLink* is a free and secure website that allows patients to see their personal medical information on the Internet and communicate with their health care team online.

### ***What benefits will patients get from using myccLink?***

With *myccLink*, patients can:

- Send non-urgent messages to their primary care doctor and medical care team and expect a response within 3 business days
- Access portions of their personal medical record 24/7 from the convenience of their own home or any location with an Internet connection
- See most lab results online
- Request prescription renewals when they're out of refills
- Schedule appointments online to see their primary care doctor. Parents with family-access privileges can schedule well-child checkups for their children.
- Have enhanced communication with their primary care team

### ***Who can use myccLink?***

Patients who are 18 years old and over. Only patients who have a primary care doctor at Contra Costa Regional Medical Center (CCRMC) & Health Centers have access to the full menu of *myccLink* features. Other patients, including Contra Costa Health Plan members who receive their primary care through the Community Provider Network, will not be able to use all of *myccLink*'s features, such as emailing doctors and requesting prescription refills. They can, however, still view results for tests done at CCRMC and discharge summaries from CCRMC.

### ***How can patients sign up for myccLink?***

A few different ways. Patients can be given a *myccLink* activation code and sign-up instructions in their "After Visit Summary" paperwork at the end of a clinic visit or hospital stay. Medical staff can also generate the activation code and help patients sign up during their visit. A patient may also request an activation code from the *myccLink* support team via email ([mycclink.support@hsd.cccounty.us](mailto:mycclink.support@hsd.cccounty.us)) or toll-free at 1-844-622-5465.

### ***What things will patients NOT be able to do on myccLink currently?***

- *myccLink* doesn't provide all lab results due to state and federal regulations. Lab results for sensitive conditions such as HIV, reproductive health and cancer cannot be displayed on *myccLink*.



## Answers to Frequently Asked Questions About *myccLink* (cont'd)

### ***Can patients use myccLink for medical emergencies?***

No, for medical emergencies, patients should call 9-1-1. For urgent medical issues requiring a response faster than 3 business days, patients should consider contacting the advice nurse at 1-877-661-6230 option 1.

### ***Does a patient need an email account to access myccLink?***

No. Messages are sent within myccLink to and from physicians and care teams—not through a patient's personal email. However, if you do not have a current email on file, you will not be able to receive a notification when there is a new message or lab result available to view at myccLink.

### ***Can patients access myccLink from mobile devices like smartphones and tablets?***

Yes, patients can get to their myccLink accounts through the "MyChart" app, which is available for Apple devices and Android devices. After you download the app, select "Contra Costa Health Services" as your provider. Then simply enter your *myccLink* username and password. (Please note that you can't activate a new account from the MyChart app. You must already have an established *myccLink* account to use the app.)

Patients can also access *myccLink* on the Web browsers of their smartphones or tablets, although the MyChart app offers the best user experience on mobile devices.

### ***Is myccLink secure?***

Yes, we take great care to ensure your health information is kept secure and private. Patient information on *myccLink* is protected through personal identifiers, passwords and encryption technology. The system will automatically log someone off if the keyboard is left idle for 15 minutes.

### ***How will you ensure patient privacy?***

Only authorized health personnel will have access to patient information, and *myccLink* is fully compliant with federal and state privacy laws.

*If you have more questions, read the FAQs on the myccLink website at [mycclink.cchealth.org](http://mycclink.cchealth.org) or contact the support team toll-free at 1-844-6CCLINK (1-844-622-5465) or at [mycclink.support@hsd.cccounty.us](mailto:mycclink.support@hsd.cccounty.us)*